

Transcript: Francesca

Baez-5262808710299648-5947685403279360

Full Transcript

Hello. Your call may be monitored or recorded for quality assurance purposes. Hello? Yes, hello. Good afternoon, Mr. Arnold. This is Francesca with Benefits in a Card. Yes. Um, yes, sir. I went ahead and contacted APL, your carrier, and I was able to get your policy number. Okay, uh- Would you like to write it down so you can provide it to them? Yeah. Yeah, hold on one second here. Okay. No, I got it all. I just gotta get it out. Ah. Hold on one minute. Here you go, Francesca. Yes, sir. Go ahead. You can go with it. Okay. It's 260- 2-6-0... .. 6889. 8-8-9. Okay, so just give them that number, right? Yes, sir, and then they can call that phone number that I provided to her. Yes. And she should be able to also call them to get any additional information she needs by providing your information. All right. So it's 260-6889. Yes, sir. All right, thank you very much, Francesca, and you have a great day. Of course, thank you so much for your patience. Have a great day as well. You, too.

Conversation Format

Speaker speaker_0: Hello.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_0: Hello?

Speaker speaker_2: Yes, hello. Good afternoon, Mr. Arnold. This is Francesca with Benefits in a Card.

Speaker speaker_0: Yes.

Speaker speaker_2: Um, yes, sir. I went ahead and contacted APL, your carrier, and I was able to get your policy number.

Speaker speaker_0: Okay, uh-

Speaker speaker_2: Would you like to write it down so you can provide it to them?

Speaker speaker_0: Yeah. Yeah, hold on one second here.

Speaker speaker_2: Okay.

Speaker speaker_0: No, I got it all. I just gotta get it out. Ah. Hold on one minute. Here you go, Francesca.

Speaker speaker_2: Yes, sir.

Speaker speaker_0: Go ahead. You can go with it.

Speaker speaker_2: Okay. It's 260-

Speaker speaker_0: 2-6-0...

Speaker speaker_2: ... 6889.

Speaker speaker_0: 8-8-9. Okay, so just give them that number, right?

Speaker speaker_2: Yes, sir, and then they can call that phone number that I provided to her.

Speaker speaker_0: Yes.

Speaker speaker_2: And she should be able to also call them to get any additional information she needs by providing your information.

Speaker speaker_0: All right. So it's 260-6889.

Speaker speaker_2: Yes, sir.

Speaker speaker_0: All right, thank you very much, Francesca, and you have a great day.

Speaker speaker_2: Of course, thank you so much for your patience. Have a great day as well.

Speaker speaker_0: You, too.